

## East Lothian Council - Homecare Services Housing Support Service

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**Type of inspection:**

Announced (short notice)

**Completed on:**

17 March 2020

**Service provided by:**

East Lothian Council

**Service provider number:**

SP2003002600

**Service no:**

CS2004077870

## About the service

East Lothian Council Domiciliary Care Service is registered to provide a Care at Home service and a Housing Support service. The service is delivered in a combined way and is therefore regulated as a combined service. The service is provided by the local authority to approximately 200 adults living in their own homes throughout East Lothian.

The service is divided into three geographical teams managed by six homecare support organisers, who were responsible for the direct supervision and support of homecare staff, staff rotas, assessment, reviews and personal planning. The emergency homecare service was also part of the homecare team with a dedicated homecare support organiser to oversee this.

Customer Care Co-ordinators were responsible for the day-to-day allocations of staff with regard to unplanned absence and annual leave. The Office base and Management of the service is located in Macmerry, East Lothian.

The aims and objectives of the service are stated as:

"To provide a flexible, person-centred service delivered by skilled and motivated care staff in attending to individual assessed and emergency needs".

## What people told us

Before the inspection 33 people responded to the questionnaires, of which we sent 55.

In addition we contacted 25 people by phone, which included a few relatives.

Overall, everyone that gave us their views were happy with the quality of care provided.

People were very positive about the staff working in the service and the quality of care that they provided. It was clear that some good relationships had been formed and the service was appreciated by people we spoke with. There were good links to office staff and people knew them by name and felt that they were able to contact them if they had any issues.

One person raised that they wished care hours to be increased and we discussed this with the management who planned to review this.

## Self assessment

We did not request a self assessment before this inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

## Findings from the inspection

We assessed that East Lothian Homecare was performing at a very good level. This meant that the service had continued to demonstrate major strengths in supporting positive outcomes for people. There were very few areas for improvement.

People told us that they felt well supported by the care staff and felt that they were treated with respect and kindness and that staff are mindful that it is a 'family home'. They knew staff well and formed good relationships due to the consistent staff team. Many understood that there could be changes due to days off and accepted this. If there were delays in arrival times, people told us that generally they would be telephoned but that this did not cause problems. Individuals commented that the service was 'first class' and 'like night and day' compared to their previous care giver.

Information could be sent weekly to keep people informed of who they could expect to deliver their care. A few people would have liked this and we passed this onto the provider.

Because staff knew people well they were able to quickly pick up if an individual needed more care or any changes needed in the care that was to be provided. This was discussed with senior staff through regular staff meetings.

Staff were guided by good person centred information in personal plans. The plans took account of the views and wishes of individuals and helped deliver care in accordance with the information meant that there were positive outcomes for people. This reflects Health and Social Care Standard (HSCS) (1.15) "my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices."

Questionnaire responses told us that some people did not know how to raise a complaint. However after speaking with people it was clear that they knew who to contact if they had concerns.

One complaint had been received by us and we asked that the service respond directly about this. It was confirmed that this was addressed satisfactorily.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

## Findings from the inspection

We have assessed that East Lothian Council service was performing at a good level for management and leadership.

This meant that there are a number of important strengths which have a positive impact on peoples' experiences and outcomes.

Service users told us that they strongly agreed or agreed to the question "overall I am happy with the quality of care and support this service gives me". The staff attitude and care was a definite factor that contributed to this.

Staff spoken with clearly enjoyed working with the client group. The distance to travel was raised during discussion and we were aware that the provider was trying to eliminate excessive travel.

There was a staff team who met and discussed the needs of people using the service to make sure that reviews were carried out. This meant that care could be adjusted in order that there were positive outcomes for people. The views of service users and their family member / representative was also taken into account.

The provider told us that there was daily meetings to discuss whether there could be availability in the service for other people that needed care and support. This meant that people in hospital, waiting for care could be assessed. Additionally, self-directed support was encouraged for people to seek their own provider as the service was unable to accommodate everyone needing care.

Quality assurance systems were in place to monitor aspects of the service. Audits and evaluations included: care reviews, monitoring visits to service users to reduce any missed visits, observation of staff practice, staff training and staff registration with SSSC (Scottish Social Services Council).

We could not be assured that staff training was up to date by the recording system that was in place. However, most staff spoken with confirmed the training was completed for those we asked about. This was particularly in respect of moving and handling and infection control.

Office staff understood where records could be improved and began to work on this.

We will review training records at the next inspection.

Further ways to improve staff safety whilst lone working had been introduced with an alarm system given to all. Staff commented positively about this and one stated, "It's great - it should have been here a long time ago!"

Staff shared their concerns about a previous incident in which they felt uncomfortable and unsafe. They did not feel that they were 'listened to' when they suggested co working in this situation.

The provider told us that work had taken place to alleviate staff anxieties both during and after the event. However, after discussion she acknowledged that there remained some work to complete to make sure that staff could feel confident in being supported each day.

We will continue to review this at future inspections which will take account of staff views.

We have carried forward an area for improvement that has not been met about allocating staff to the emergency homecare team.

See area for improvement 1.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. A review of allocating people, who require support from two carers to emergency homecare team 2, should be undertaken. This is to minimise the risk of a person being left during their support and ensures that support is consistent with Health and Social Care Standard 3.19, my care and support is consistent and stable because people work together well and 4.3, I receive care and support where all people are respected and valued.

Grade: 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The provider, as good practice, should continue to explore options to monitor and reduce the risk of missed visits.

This ensures care and support is consistent with the Health and Social Care Standard 4.14, my care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

**This recommendation was made on 14 January 2019.**

#### Action taken on previous recommendation

Whilst work is continuing in the service to introduce the most efficient technology to assist monitor missed visits, we were satisfied that there continues to be no missed visits at or since the last inspection.

We have assessed this as met.

## Recommendation 2

A review of allocating people, who require support from two carers to emergency homecare team 2, should be undertaken. This is to minimise the risk of a person being left during their support and ensures that support is consistent with Health and Social Care Standard 3.19, my care and support is consistent and stable because people work together well and 4.3, I receive care and support where all people are respected and valued.

**This recommendation was made on 14 January 2019.**

### Action taken on previous recommendation

The provider told us that continues to happen but it remains under discussion. We did not hear from staff or service users of instances where this happened at this inspection.

We will carry forward this area for improvement and review progress at the next inspection.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
14 Jan 2019	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
17 Nov 2017	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
18 Oct 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings
		Staffing 4 - Good Management and leadership 4 - Good
27 Oct 2015	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
2 Dec 2014	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
21 Jul 2014	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
1 Apr 2014	Announced (short notice)	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
10 Dec 2013	Announced (short notice)	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
27 Feb 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
6 Dec 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
10 Feb 2011	Announced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 4 - Good
28 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 4 - Good
30 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate



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